

 King County	Department of Adult and Juvenile Detention Adult Division General Policy Manual		
	<u>Chapter 7</u> Resident Services		
7.06.001 - Electronic Tablet Program	Approved By:	Director Allen Nance	
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Purpose

To establish department policies and procedures regarding the Electronic Tablet Program.

Policy

It is the policy of the Department of Adult and Juvenile Detention to make electronic tablets available to eligible residents.

Definitions

Tablet: An electronic device, on a wireless connection that utilizes applications to access educational and legal material, entertainment, non-legal mail, etc.

Content: DAJD approved applications and materials for use on resident tablets that is supplied by the tablet vendor or DAJD approved materials.

Charging Station: A mobile or fixed cabinet or cart that secures and charges the tablets.

Personal Profile: Free profile that allows access to basic content.

Premium Content: Content available on the tablets that can be accessed after being purchased.

A. General Guidelines

1. Access to a tablet is a privilege, not a right. A resident who damages, destroys, or otherwise renders a tablet non-functional, may be liable for the replacement of the tablet, face disciplinary sanctions and may be ineligible to receive a tablet in the future.
2. Unless stated otherwise, residents will have the opportunity to be issued a tablet.
3. Tablets will not be issued to:
 - a. Residents who are in receiving units.
 - b. Residents who are under suicide observation.
 - c. Residents who are currently demonstrating behavior that is a risk to safety and/or security and shall be documented via an infraction report.
4. Residents whose tablet access has been restricted or terminated due to intentionally damaging the tablet initially issued to them, may not be issued a replacement tablet during the remainder of the booking. Intentional damage is a rule violation and should be documented via a Rule Infraction Report.
5. A resident's tablet access may be removed if the resident violates tablet rules/policies. Tablet rule violations should be documented via a Rule Infraction Report.

6. Initial tablet issue will be conducted by the facility's tablet administrative specialist and will normally take place within 3 days of initial classification (excluding weekends and holidays).
 - a. The tablet administrative specialist will check the Jail Management System (JMS) for residents who have been initially classified and moved out of the receiving unit in the past 24 hours (excluding weekends and holidays) to determine who should be offered the initial issue of a tablet.
 - b. Residents must activate their profile and agree to the terms of use at the time of tablet issue. Acceptance of any issued tablet is an acceptance/agreement to all tablet terms and conditions of use while the tablet is assigned to the resident.
 - c. When a tablet is issued, it will be recorded as a Subject Approved Item in JMS.
7. Residents who initially decline to be issued a tablet must send a white service request kite to the tablet administrative specialist requesting a tablet. The tablet administrative specialist will issue the resident a tablet, but the 3 business days listed in A.5. will not apply and the resident will not receive priority over newly classified residents.
8. DAJD is not responsible for any loss of funds or loss of purchased content resulting from theft, the suspension or termination of accounts that are found to have violated department rules or by other misuse of the tablets. Neither DAJD nor the vendor are responsible for issuing any refunds when the loss occurred due to violations that resulted in a disciplinary action and/or sanction. This is not grievable by the resident.
9. Damaged or malfunctioning tablets will be replaced by the facility's tablet administrative specialist, and this will normally take place within 3 –to 5 working days of notification that the tablet has been damaged or is malfunctioning. The vendor's onsite support person will secure damaged/malfunctioning tablets and replace them with working tablets.
10. Each facility's tablet administrative specialist and/or the vendor's support person will be responsible for monthly inventory and inspection of all tablets that have been issued or are in inventory status.
11. Tablets will be provided daily for residents who are eligible, unless there are operational issues that would preclude the issuance of the tablets. If tablets are not going to be issued for operational reasons the decision must be approved by the on-duty supervisor.
12. Except for approved programs, tablets will not be removed from the resident's assigned housing area.
13. Residents are prohibited from sharing tablets and account information with others. Violations may be grounds for disciplinary action.
14. Tablets will be turned in to the Customer Service Specialist III (CSS III) assigned to the property room at the time of release.
 - a. The CSS III will mark the tablet as returned in JMS.
15. Residents who are being placed in 4999/R999 status or are being temporarily removed from the facility under the Involuntary Treatment Act (ITA):
 - a. Tablets will be turned in to the property room CSSIII as if they are a release from custody.
 - b. A tablet will be reissued when the resident returns to secure detention.
16. Tablets for those residents who are being transferred between facilities for housing:

- a. The tablets will be taken from the resident when they are brought to ITR for transfer and transported to the resident's newly assigned housing facility.
 - b. If the tablets in the newly assigned housing unit are currently issued to the residents, the newly transferred resident's tablet will be given to the resident.
 - c. If the tablets in the newly assigned housing unit are not issued at the time of the resident's arrival, the tablet will be placed in the charging cart.
17. Ear buds are required for tablet audio.
 - a. Only one set of ear buds is allowed at any given time.
 - b. A set of free ear buds will be provided at the time of tablet issue. Replacement pairs must be purchased through commissary.
 - c. If a resident is indigent, the resident must send a white service request kite to commissary to request a pair of replacement earbuds.
 - d. If a replacement pair of ear buds is going to be issued, after being bought on commissary, they should be exchanged for the broken/non-functioning pair, on a one for one basis.
 - e. If a resident is found to be in possession of multiple pairs of ear buds, they will have the additional pair(s) confiscated and placed in their property.

B. Tablet Distribution and Return

1. Tablets will generally be distributed to residents after morning cleanup has been completed (for South Wings at KCCF) or during the first morning rack out for rack back housing units.
 - a. Residents in general population split-rack units will receive their tablets during the first morning rack out (whether they are racked out or not).
 - b. Wristbands are required in order to be issued a tablet.
 - c. Ultra security, maximum security, Max Group and Close-High residents may have their tablet access time modified, deviations to this time limitation can be made on a case-by-case basis with concurrence of the CPA and Facility Major.
 - d. Distribution of the tablets will be logged in the JMS shift log as a general shift note.
2. Tablets can be distributed outside this timeframe for those who were off the unit at the time the tablets were distributed (i.e., at court, in the clinic, etc.).
3. The hours of tablet use and distribution can be modified for resident workers based upon their assigned work schedule.
4. Once the tablets have been distributed, the charging cabinets will be secured, and no further tablets will be issued.
5. For residents housed in double bunked or shared housing, if the resident leaves their assigned housing unit for court or clinic, their tablet will be returned to the charging cabinet and can be re-issued upon their return.
6. All tablets will be collected prior to 2145 hours.
 - a. Tablet return will be documented in the JMS shift log as a general shift note.
 - b. Failure to return the tablet when required shall be grounds for disciplinary action and may result in the suspension of tablet privileges.
7. After the tablets are collected, they shall be secured in the charging cabinets and charged until being issued in the morning.
8. Tablets that have been distributed will not be recharged between distribution time and return time.
9. Tablets will automatically shut down at 2115 hours in preparation for collection no later than 2145 hours.

10. Tablets may be shut down during shift changes or other operational needs. Tablets may remain with the resident during these times.

C. Tablet Content

1. DAJD and the tablet vendor will establish what type of content is available and is subject to change without notice.
2. Content may include educational programs, legal research materials, department forms, movies, reading material, etc.
3. All content is subject to pre-approval by DAJD and will not negatively impact safety, security, and facility operations.
4. All residents who are issued a tablet will have a Personal (free) Profile which provides access to basic content for free, which can include access to:
 - a. Audio calling.
 - b. Commissary ordering.
 - c. Educational services.
 - d. Facility request forms (kites).
 - e. Facility information.
 - f. Legal research materials.
 - g. Incoming non-legal US Mail.
 - h. Reading material.
5. Premium content can include:
 - a. Approved movies.
 - b. Approved music.
 - c. Approved games.
6. All fees for premium content are set by the vendor.
7. The inability to access content, as well as the inability to upload and/or download content should be addressed via a white service request kite addressed to the vendor.
8. The vendor is responsible for the investigation, triage and determination of any possible refunds and/or credits.

D. Suspension and Termination of Tablet Privileges

1. Any resident that violates department rules, or the terms of use for the tablets or its programs, may be subject to disciplinary action including, but not limited to, restriction of tablet privileges/content, and/or restitution if damage has been caused to a tablet.
 - a. Any tablet restriction in excess of 24 hours must be imposed as part of a classification disciplinary sanction or behavior modification plan.